



---

## During COVID-19, working toward solutions for you and our community.

The COVID-19 pandemic has led to an unprecedented time in our country... one that calls for an unprecedented response. As the impact of COVID-19 spreads across our nation and community, it's never been more important for UnitedHealthcare to respond with collaboration, purpose and resolve.

That's exactly what we're doing at UnitedHealthcare.

We know firsthand the difficulty we may face being isolated from one another and only being able to communicate virtually. We also know that like us, you may be concerned about family members and friends who are at higher risk for contracting the virus, especially when we can't always be close by to help.

At UnitedHealthcare, we want you to know that we are here to support you and those you serve. We know that our local team has been responding to your questions, but we want to share a little more information about the COVID-19 solutions we have implemented to help our members and our community.

### For Members

- We've waived **member cost-sharing until May 31, 2020** for testing, diagnosis and treatment of COVID-19. Find out more about our approach to [treatment and coverage](#).
- We've expanded access to **telehealth services**, making it possible for more people to connect with their personal providers or to our national provider partners through our Virtual Visits program. Find out more about our [Virtual Visits and telehealth services](#).
- Prescription drug coverage, **pharmacy benefits** and early prescription refills are another key area where we've made changes to help respond to member needs. Find out more about [pharmacy coverage](#).

- We've suspended some **prior authorization until May 31, 2020**, to help make it easier for physicians and facilities to help members get the care they need. Find out more about [prior authorization and utilization management](#).

### For Employers

- We regularly update frequently asked questions (FAQs) on the [employer section](#) of uhc.com. There, you can access information on topics such as: clinical insights, member support, pharmacy and specialty benefits, and business disruption support.

### For Our Communities

- UnitedHealth Group, the parent company of UnitedHealthcare, announced an initial [\\$60 million commitment](#) to support those most directly impacted by this public health emergency nationwide, including health care workers, hard-hit states, seniors and people experiencing food insecurity or homelessness. UnitedHealth Group also is organizing and matching employee donations dollar for dollar to support COVID-19 response efforts.
- A recently announced UnitedHealth Group study demonstrated that a [simple, self-swab](#) test is as effective in identifying COVID-19 infections as the clinician-collected test. The Food and Drug Administration (FDA) has updated its guidance based on this research, allowing patients nationwide to self-administer swab tests for COVID-19. Widespread adoption of this less-invasive test will reduce exposure for health care workers and improve overall testing efficiency across the country.
- If you feel you need some emotional support during this time please visit Sanvello Health, Inc., a UnitedHealth Group company, that is offering **free premium access** to its digital tele-mental health platform. Learn more [here](#).

Again, we'd like to convey our dedication to support the 2.9 million people in California who may be counting on UnitedHealthcare and their health coverage during this uncertain time. To get the most up-to-date information about the ways we're responding to COVID-19, please visit our [FAQ](#) on uhc.com. We're here to help answer your questions, seek solutions and care for you and our community during this unprecedented time and in the brighter days that are surely ahead.

Stay well,



Robert C. Falkenberg  
CEO,  
UnitedHealthcare of  
California



Steve Cain,  
CEO, Northern California



Meghan Newkirk,  
General Manager,  
Southern California